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## The Manifest - July 2024

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British Airways has relaunched the online platform for its On Business loyalty programme, aimed at companies and their employees.



The site went down around February last year, with members having to contact BA's call centre to redeem reward flights and cabin upgrades using On Business Points.

Members will now need to reset their password, and BA also said it had added "an extra layer of protection" for users looking to access their account, "using multi-factor authentication which is widely-used by other online services, such as online banking".

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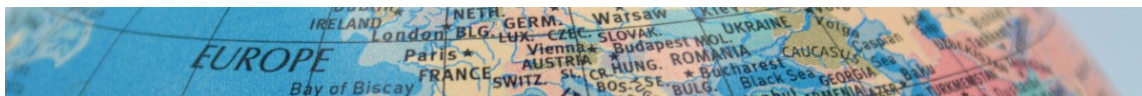
### Meet the team - Sarah

Sarah's background has been continuously in the travel industry, working with various high street travel agencies before joining us in 2006. Initially her role was within our ticketing department where she expertly handled issuing and refunding airline tickets.

After providing ticketing training to several staff members, Sarah temporarily parted ways with our company. In 2017, she returned to join our reservations department.

Sarah's expertise and passion for customer service makes her a welcome addition to this team.

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### Travel news at a glance

- Bulgaria Air has commenced its first direct service from Varna to Prague and from Varna to Frankfurt
  - JetBlue have launched a new route from Edinburgh to New York for the summer
  - Finnair completed cabin upgrade on long-haul fleet
  - Virgin Atlantic to resume Heathrow to Toronto route
  - Qantas launches non-stop Perth-Paris service
  - Turkish Airlines reveals new business class suite
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